



## Complaints Procedure

At our practice we take complaints very seriously indeed. We like to think that all patients are pleased with the standard of service given by us. When there is a complaint, we will ensure that the matter is dealt with promptly and with the utmost courtesy, so that the matter can be resolved as soon as possible.

The person responsible for dealing with the complaint is;

**Fiona Minay / Rebecca Shipley.**

Complaints made either by telephone, letter, or at the desk will immediately be referred to the complaints manager at your request. If the complaints manager is unavailable, then details of her availability will be supplied. A comprehensive record at the point of complaint will be made and passed on to the complaints manager (you will also receive a copy). If this cannot be forwarded within a reasonable time frame or you would prefer to discuss the matter urgently then the complaint can be dealt with by Mr Atkinson or Mr Ashby.

Cases of complaints relating to clinical care or associated charges will be forwarded to the appropriate practitioner, unless you express your preference not to do so.

We will provide a written acknowledgement of your complaint and a copy of our procedure as soon as possible, usually within 3 working days. We will confirm your preferred method of communication and offer to meet to discuss the complaint at a convenient time. If you would prefer not to discuss the complaint we will continue to keep you informed as much as possible of the estimated time to complete the procedure.

When we have completed our investigations into the complaint which may take up to 6 months, we will send you a report and explanation of our conclusions. This report will also include any action taken or needed to be taken resulting from the issues raised in the complaint.

Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.

If you are not satisfied with the result of our procedure then a complaint may be referred to:

Area Team Unit 3, Alpha Court, Monks Cross, York, YO32 9WN

**OR:** Cloverleaf Advocacy, North Yorkshire NHS Complaints Advocacy Service, Tower Court, Oakdale Rd, Clifton Moor, York, YO30 4XL

**OR:** Healthwatch North Yorkshire, 2a St Martins Lane, York, YO1 6LN

Tel: 01904 683802

healthwatchny@nbforum.org.uk

**OR:** NHS England PO Box 16738 Redditch B97

Tel: 0300 311 22 33 Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**OR:** Email: [dentalcomplaints.org.uk](http://dentalcomplaints.org.uk)

**OR:** Parliamentary and Health Service Ombudsman, Mill Bank Tower, Millbank, London, SW1P 4QP.

**Review: Feb 2025**